



Privacy Policy

Amanda Harris

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1. Your Privacy

Your privacy is important to me. This policy outlines how I collect, use, store, and protect your personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who I Am

I am a registered counsellor and psychotherapist working with individuals, couples, and families, as well as a trained family mediator. I am registered with the BACP and FMA, and adhere to their ethical guidelines, including confidentiality and data protection standards.

3. What Information I Collect

In order to provide you with therapy or mediation services, I may collect and store:

- Your name, address, date of birth, contact details
- GP contact (in line with safeguarding practice)
- Brief notes of our sessions
- Relevant background information (e.g., family history, health, relationships)
- Administrative information (e.g., invoices, payment records)

4. Why I Collect Your Information

I collect this information to:

- Provide appropriate therapy or mediation services
- Keep records in accordance with professional guidelines
- Manage appointments and payments
- Monitor progress and support therapeutic work
- Fulfil any legal or regulatory requirements

5. How Your Information Is Stored

Your data is stored securely in password-protected electronic systems and/or locked filing systems. Notes are anonymised where possible. I take all reasonable steps to protect your information from loss, misuse, or unauthorised access.

6. Confidentiality and When I May Share Data

Our work together is confidential. I will not share your personal information with third parties unless:

- You give explicit consent
- There is a risk of serious harm to you or others
- I am legally required to disclose information (e.g., a court order)
- I need to consult with a supervisor (anonymised and in line with professional practice)

In mediation, confidentiality is explained separately in the Agreement to Mediate.

7. Your Rights

You have the right to:

- Access the personal data I hold about you
- Request correction of inaccurate data
- Ask for data to be deleted (in certain circumstances)
- Withdraw consent to processing (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO) if you are concerned about how your data is handled: www.ico.org.uk

8. How Long I Keep Your Data

In line with professional standards, I retain therapy records for up to 7 years after our work ends (or 7 years after a child turns 18). After this, records are securely destroyed.

9. Contact

If you have questions about this policy or how your data is managed, please contact:

Amanda Harris

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